

DOCKET INDEX
FRANCIS VS. QUESTAR
FORMAL COMPLAINT

DOCKET# 08-057-07	In the Matter: the Formal Complaint of Francis Against Questar Gas Company	56659
Date	Description	SS#
March 20, 2008	Formal Complaint * Exhibit A	f:h:c\08-057- 07\032008fc f:h:c\08-057- 07\032008fc exA.pdf
March 20, 2008	Action Request, Due: April 21, 2008	56658

ACTION REQUEST

Date: March 20, 2008

FROM: Public Service Commission

Due: 04/21/08

SUBJECT: Formal Complaint: Francis vs. Questar Gas Company; 08-057-07

(Company Name, Case Number, etc.)

This is a request for the Division to conduct:

_____ Review Tariff Compliance

_____ Analysis of Complaint

_____ Investigation

 X Other

EXPLANATION AND STATEMENT OF ISSUES TO BE ADDRESSED

03/20/08

08-057-07

(1) FORMAL COMPLAINT In the Matter of the Formal Complaint of Francis Against Questar Gas Company

08-057-07

RECEIVED
DIVISION OF
HEALTH PUBLIC UTILITIES
COMMISSION
2008 MAR 20 A 8:42
2008 MAR 20 A 7:39
PUBLIC SERVICE COMMISSION
Heber M. Wells State Office Building
160 East 300 South, Fourth Floor
Box 4050
Salt Lake City, Utah 84145

RECEIVED

1. Name of Complaint: [REDACTED]

Address: [REDACTED]

Telephone No.: [REDACTED]

The utility being complained against is: Questar Gas

2. What did the utility do which you (the Complainant) think is illegal, unjust, or improper? Include exact dates, times, locations and persons involved, as closely as you can.

Please see attached page

3. Why do you (the Complainant) think these activities are illegal, unjust or improper?

Please see attached page


4. What relief does the Complainant request?

Please see attached page

5. Signature of Complainant [REDACTED]


Dated: 3-18-08

Complaint Form


Questar Gas

I received my regularly scheduled Questar Gas bill in the mail on Wednesday, the 12 of March, 2008. I opened it up and the account summary stated that I owe \$708.86 (\$110.38 for regular, and \$656.41 for corrections) due by March 28, 2008. I felt that this was absolutely improper and unjust to make a customer aware of such a large balance by adding the large corrections to my regular bill with no warning, not even a phone call. This was a correction on my bill due to faulty equipment used by Questar Gas to monitor my gas usage, according to Questar Gas. Because of negligence on the part of Questar Gas, I have been placed under an unjust financial burden by no fault of my own. I use the word negligence because the problem with the trasponder dates back to 4 years ago, and only now are they correcting the problem. I immediately called Questar Gas Wednesday, March 12, 2008 but they were closed. I called them twice on Thursday March 13, 2008 and they called me a few times where I talked with Domenick DeCaria and twice with his supervisor. After the first call to Questar Gas, I called the Public Service Commission to get them involved as well. Questar Gas offered to set me up on a payment plan which I declined because of the financial burden that would place me under. After the final call with the supervisor at Questar Gas no further help was being offered me so I called the Public Service Commission and filed a formal complaint. I waited until Monday March, 17, 2008 to request the formal papers for a complaint dispute.

I feel that it is improper, unjust, unethical, and illegal to place me under such a financial burden because of faulty equipment and negligence on the part of Questar Gas and request that the corrections of \$656.41 be removed from my account balance.

Signature of Complainant: 

Dated: 3-18-08

INFORMAL COMPLAINT

Complaint # 1178

New



Add Company

Utility Company Questar Gas

CUSTOMER INFORMATION

Customer Name: [REDACTED]

Phone Number: [REDACTED]

Other Contact Info: [REDACTED]

Other Phone: [REDACTED]

Account Number: [REDACTED]

Email Address: [REDACTED]

Customer Address: [REDACTED]

OK to Release: ☐

Customer Address: [REDACTED]

City: [REDACTED]

State: [REDACTED]

Zip Code: [REDACTED]

COMPLAINT INFORMATION

Complaint Type: Meter Problems / Reads

Date Received: 3 /12/2008

Date Closed: 3 /18/2008

Complaint Received By: Rea

DPU Analyst Assigned: [REDACTED]

Utility Company Analyst: [REDACTED]

Company at Fault: ☐

Complaint Description:

Actual Slam Case: ☐Actual Cram Case: ☐

[REDACTED] stated that Questar sent him a bill for \$708 going back two years on his usage claiming the transponder on his meter was not working. [REDACTED] cannot pay this because he is on a very tight income. They told him he could pay \$30 per month for two years - he just does not have the money.

Complaint Response:

Attached is the letter that I sent to [REDACTED] Completed by Linda Kizerian on 3/18/08.

March 18, 2008

Dear [REDACTED]

This letter is in response to your recent call to the Division of Public Utilities regarding your gas account at the above address. I appreciate the opportunity to respond to your concerns.

Our gas meters are read each month through a transponder; a small radio receiver/transmitter that sends meter reads to a radio-equipped vehicle. On 02/29/08, during a routine inspection of the gas meter and transponder, it was discovered that the meter index read 5381 and the transponder read was 3916. The difference, 1,465 CCF of gas, had gone through the meter but had not been billed. It's important that you understand that the transponder wasn't "defective or malfunctioning". It was discovered that the counting mechanism was set incorrectly when the transponder was installed and the transponder was only recording half of the actual usage each month. The transponder has been reprogrammed and will now record gas usage at the same rate as the meter index. During the time when the transponder was under-recording the gas usage, the meter index continued to record accurately.

The Public Service Commission Rules allow Questar Gas Company to correct the billing for 24 months in the case of underbilling. We corrected the bills from the time you started service on 02/17/06 through 02/23/08. I've enclosed a copy of the Public Service Commission Rule that addresses a "backbill". You are also entitled to the same number of months to repay the debit adjustment. I

understand your concern about this additional charge; however, the debit adjustment is not negotiable. We cannot choose to bill one customer and then choose not to bill another.

I understand the billing representative that you spoke with offered to set your account on the Budget Plan for \$56.00 a month. The Budget Plan takes your estimated annual gas usage and divides it into 12 monthly payments. The debit balance on your account is currently \$598.48. If I change the repayment time period to 30 months, the monthly installment would be \$20.00, for a total monthly payment of \$76.00. While the Budget Plan installment amount may change based on gas usage, the repayment installment will stay the same.

[REDACTED]

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For your information, I've enclosed a brochure for the HEAT Program. This program offers assistance on utility costs for qualified individuals. Please take a minute and review the information.

I apologize for the inconvenience this has caused. Unfortunately, with the introduction of new technology, there often are a small number of unanticipated problems. As this came to our attention, we've stepped up inspections in an effort to identify any existing errors as quickly as possible. If you have further questions or concerns, you may contact me directly at (801) 324-3310.

Sincerely,

Linda Kizerian
Consumer Affairs

Cc: Division of Public Utilities
Enclosures

Additional Information:

3-17-08 Sent formal papers per [REDACTED] request.

